



# Delivery Program 2011 - 2015 Progress Report December 2012

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# General Manager's Report



Liverpool is a City of opportunity with many human, physical, economic and natural resources. We are one of the largest and most diverse local government areas in NSW. Our diversity and growth continues to be one of our key strengths and defining features.

I am pleased to present the Progress Report on the 2011-2015 Delivery Program for the period of July to December 2012. This report outlines how we have delivered on the community's vision and priorities as outlined in the *Growing Liverpool 2021 Community Strategic Plan*.

Council has undertaken a review of our progress during the past six months and I am pleased to inform you that all our planned activities are progressing well and are scheduled to be completed by the end of the financial year.

Council has delivered a broad range of services and initiatives which are aimed at ensuring Liverpool is a great place to live and work. Some of our key achievements during this period include:

- The launch of the Liverpool Recycles Right campaign by Liverpool City Mayor, Ned Mannoun to raise awareness on the importance of recycling and correct waste disposal in Liverpool.
- Endorsement of a Retail Hierarchy Study which provides a framework for evaluating and assessing retail proposals and encouraging large retailers to set up in Liverpool.
- Responding to 95 per cent of requests to repair potholes within 48 hours.
- A 28 per cent visitation increase to Casula Powerhouse Arts Centre from this period last year with 42,247 people visiting the cultural arts centre.
- The launch of Brownes Farm Reserve in Hoxton Park, a new state of the art sportsground valued at \$5.5 million.
- Hosting a New Year's Eve celebration at Chipping Norton Lakes which was attended by approximately 5,000 people.
- Changes to Council's Parking Strategy as a result of community feedback and input including three hours free parking and a \$7 all day parking rate at Northumberland Street Car Park. Free parking in the mornings was extended by an hour with paid on-street parking in the Liverpool City Centre not beginning until 9am. Tariffs were also reduced at both the Bathurst and Northumberland Street Car Parks.

I would like to take this opportunity to thank and congratulate our staff, elected representatives, community volunteers, partners and stakeholders for working tirelessly to implement the Delivery Program during the past six months. These achievements would not be possible if it was not for the combined efforts of all of these individuals.

I look forward to continuing to work towards progressing the long-term community goals and aspirations for the City as articulated by the community and positioning Liverpool as the regional city for South West Sydney.

**Farooq Portelli**  
General Manager



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\$5.5 million dollars in works were carried out at Brownes Farm Reserve



## Progress Report Summary

*Growing Liverpool 2021* is the 10 year Community Strategic Plan for the Liverpool local government area. It outlines the community's vision and priorities for the Liverpool area. The Community Strategic Plan contains 12 key objectives and corresponding strategies for Liverpool and is a plan for the whole city, not just the Council. Council is a leader and custodian of the plan and is one of the parties responsible for its delivery.

The Liverpool City Council Delivery Program outlines Council's activities over four years from 2011 - 2015 and details the principal activities that Council will deliver towards achieving the *Growing Liverpool 2021* objectives and strategies. Where appropriate, each principal activity has a corresponding detailed action for the 2012-13 year, which is Council's annual Operational Plan.

Council determined to deliver 145 principal activities as part of its 2011 - 2015 Delivery Program, with 286 specific actions for the 2012-13 year.

A comprehensive review was completed to track Council's progress against the Plan in December 2012. In summary, this progress report shows that during the period of July to December 2012:

	142 activities have been completed or are on track
	Three activities may experience delays and are being monitored closely

This report provides a detailed overview on the outcomes of the six-monthly review and outlines Council's progress in achieving each principal activity contained in the 2011 - 2015 Delivery Program as at December 2012.







# Objective 1. Liverpool is the vibrant regional centre for South West Sydney

## 10 year strategies for the City

*What do we need to do to make this happen?*

- 1.1. Provide quality spaces that support an active social and cultural life for all ages including civic and other events
- 1.2. Encourage and promote businesses to develop in the hospital, health and medical precinct
- 1.3. Further develop a commercial centre that accommodates a variety of employment opportunities
- 1.4. Encourage commercial and retail development in the City Centre, including the southern part of the city
- 1.5. Provide vibrant community and cultural activities and events
- 1.6. Enhance the urban and visual amenity of the City Centre
- 1.7. Provide efficient parking for the City Centre
- 1.8. Encourage opportunities for quality food and entertainment choices



"Rejuvenate the city as the 'place to be'"

"Need to have a good vision for the CBD to face the 21st Century"

## Summary of Progress

The Liverpool City Centre has been identified by the State Government as one of three regional cities in metropolitan Sydney. The City Centre is the central commercial and entertainment area in Liverpool and offers a range of services and options. There is a central and growing health and education precinct and appropriate local planning policies in place to encourage business, residential high rise and mixed developments. There is further potential to develop activities which contribute to the economic, cultural, recreational and entertainment services in and around the City.

Fourteen principal activities were identified in the Delivery Program to work towards making Liverpool a vibrant regional centre for South West Sydney. From July to December 2012, a range of initiatives were implemented to further these activities. The Parking Strategy was revised to provide visitors to the City Centre with more parking options and flexibility, the underground trunk drainage system was completed to allow more effective flood management, Christmas in Liverpool was celebrated widely with more than 1,000 people participating in a variety of activities including Christmas themed entertainment in the mall and a tree lighting ceremony. The Casula Powerhouse Arts Centre continues to be a world-class venue, hosting an episode of the popular ABC current affairs program *Q&A*.

### Council adopted 14 principal activities to work towards a vibrant regional centre for South West Sydney

#### From July to December 2012:

✓	All activities have been completed or are on track
?	No activities are experiencing delays at this time
✗	No planned activity will not be completed in 2012-13



*Weaving Women Together* exhibition at Casula Powerhouse Arts Centre





Christmas tree lighting event

## Activity highlights from July to December 2012

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### Urban amenity and facilities

- As a direct response to community feedback regarding Council's Parking Strategy, Council revised the starting times for on-street car parking from 8.00am to 9.00am and introduced three hours free parking and a \$7 all day rate at the Northumberland Street Car Park. Charges were reduced at both Bathurst Street and Northumberland Street Car Park. These changes have resulted in increased use of all of these facilities.
  - Daily cleaning of the City Centre is undertaken including mini sweepers which carry out footpath and service way cleaning, litter collection foot patrols and the chewing gum removal machine to remove gum from the mall and City Centre streets.
  - The underground trunk drainage system in George Street was completed and now links to existing major drainage systems in Scott and Moore Streets.
  - 11 development applications for potential projects in the City Centre were referred to the Design Review Panel. The Panel was established to encourage quality development in the growth of Liverpool as a regional centre and provides independent advice to ensure that new developments are well designed and consistent with sustainability principles.
  - Designs were completed and tenders sought for works at Bigge and Pioneers' Memorial Park.
- 

### Vibrant Community and Cultural Activities

- More than 1,000 people participated in Liverpool's Christmas celebrations which included the annual Christmas Tree Lighting event on Thursday 29 November 2012 and Christmas themed entertainment in the Macquarie Mall throughout December.
  - A Children's Week concert was held in Macquarie Mall on Thursday 23 October and included a performance by special guests the 'Jitterbugs'.
  - The Casula Powerhouse Arts Centre hosted an episode of the popular ABC current affairs program *Q&A* in July 2012.
  - 22 hirers used the Casula Powerhouse Arts Centre to hold their events including, the Futa Helu Performing Arts and Culture INC for their one year anniversary celebrations and Steps 2 Stardom Performing Arts Academy for an aerial arts showcase.
- 

### Industry

- A Voluntary Planning Agreement was developed between Council and Syesun Pty Ltd to secure a contribution valued at \$812,500 for land remediation, embellishment and other works at Newbridge Road, Moorebank.
- Council completed and endorsed the Retail Hierarchy Study which provides information on Liverpool's existing retail catchment and forecasts retailing in the future. The Study also provides a responsible framework for evaluating and assessing retail proposals.

# Principal Activities Progress Report

Delivery Program 2011 – 2015 Principal Activity		Progress
<b>1.1 Provide quality spaces that support an active social and cultural life for all ages including civic and other events</b>		City Centre
Develop and maintain developer contribution plans and voluntary planning agreements that enable collection of contributions for public spaces		✓
Provide a venue for arts-related cultural activities		✓
Manage and further enhance Council's art collection, making works available to the public to enjoy		✓
<b>1.2 Encourage and promote businesses to develop in the hospital, health and medical precinct</b>		
Promote establishment of professional medical suites, and consulting rooms in the streets surrounding the hospital		✓
<b>1.3 Further develop a commercial centre that accommodates a variety of employment opportunities</b>		
Promote economic development within the City Centre by actively encouraging investment and development		✓
<b>1.4 Encourage commercial and retail development in the City Centre, including the southern part of the city</b>		
Provide flexibility in planning controls to encourage investment and development of the City Centre		✓
Work with developers to achieve high quality development outcomes		✓
<b>1.5 Provide vibrant community and cultural activities and events</b>		
Deliver a range of events		✓
<b>1.6 Enhance the urban and visual amenity of the City Centre</b>		
Undertake education and enforcement action to encourage commercial premises to better manage their waste		✓
Undertake cleansing programs		✓
Deliver works to improve public spaces		✓
Improve safety in the City Centre		✓
<b>1.7 Provide efficient parking for the City Centre</b>		
Improve access to parking in the City Centre		✓
<b>1.8 Encourage opportunities for quality food and entertainment choices</b>		
Regulate outdoor dining areas		✓





Pioneers' Memorial Park contemplation area



## Objective 2. Neighbourhoods are well designed, safe and clean

### 10 year strategies for the City

*What do we need to do to make this happen?*

- 2.1. Develop and implement planning policies that respond to environmental, social, and economic considerations
- 2.2. Undertake continual improvement to public areas
- 2.3. Foster neighbourhood pride and a sense of civic responsibility
- 2.4. Manage air, water, noise and chemical pollution
- 2.5. Facilitate development of a community sense of safety in public spaces in partnership with police, local stakeholders and residents
- 2.6. Support policies and plans that prevent crime
- 2.7. Undertake enforcement actions based on sound compliance policy
- 2.8. Encourage the revitalisation of local retail centres
- 2.9. Promote positive and healthy behaviours in public places

“Streetscapes make a difference to how people feel about their suburb”

“Reducing crime rates is very important”



Responsible Use of Alcohol project with young people

## Summary of Progress

Liverpool is one of the largest Council areas in metropolitan Sydney, covering 305 square kilometres and 42 suburbs. Originally it was largely a rural area, however today Liverpool is an area of significant urban growth. In Liverpool, there are established urban areas, newly developed suburbs, increasing levels of medium and high density and remaining rural areas in the West.

Eighteen principal activities were identified in the Delivery Program to support well designed, safe and clean neighbourhoods and villages. Improvements to public and open space in Liverpool are in place with planning for the upgrades of playgrounds at five parks underway and contractors engaged to undertake landscaping improvements at several others.

Safety is a priority for the community and several initiatives have been developed to address this, approximately \$200,000 in funding has been received to deliver programs which focus on crime and safety in Liverpool and a survey has been undertaken to ascertain key community concerns and feedback. A range of actions aimed at keeping public spaces clean and well maintained were carried out on a regular basis, this includes regular cleaning and maintenance of public places and targeted patrols to identify dumping hotspots

Council adopted 18 principal activities to support well designed, safe and clean neighbourhoods and villages.

From July - December 2012

✓	All activities have been completed or are on track
?	No activities are experiencing delays at this time
✗	No planned activity will not be completed in 2012-13



Ashcroft Community Education and Safety Project- Street Art Gallery





National Tree Day volunteers at Helles Park Moorebank

## Activity highlights from July to December 2012

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### Improvements to Public and Open Space

- Brownes Farm Reserve, a new state of the art sportsground valued at \$5.5 milion was completed with a range of works undertaken including:
    - installation of two playgrounds
    - basketball courts
    - cycle and pedestrian pathways
    - two sports fields
    - sports amenities building
  - The Peter Miller upgrade was completed in July with \$3.5 million in work being undertaken including a new village green/sports field, car park, sports amenities building, cycle-way and beautification works.
  - Path upgrdes were undertaken at several parks including Ringaroom Park, Snowy Park, Thomas Moore Park and Voyages Park.
  - Planning is underway for the upgrades of playgrounds at Discovery Park, Sullivan Park, Harris Creek Reserve, Gracemore Park and Bardia Park.
  - Contractors have been engaged to begin landscaping improvements at Bigge Park, Lakeside Park, Vasta Park, Asfordby Park and Sullivan Park.
- 

### A Clean City

- A range of actions aimed at keeping public spaces clean and well maintained were carried out on a regular basis. These include cleaning of facilities, repair of street furniture, landscape improvements and ranger patrols.
  - 480 patrols were conducted to identify dumping hot-spot areas in the Liverpool area. Five Surveillance Cameras were also installed in known hot-spots to assist with identifying and prosecuting offenders.
  - 27 investigations regarding illegal land-fill were carried out. Council also referred appropriate matters to the Environmental Protection Agency for investigation.
- 

### Planning and Development

- Nine amendments were made to the Liverpool Local Environmental Plan 2008 to facilitate development and investment opportunities in the Liverpool area. Two of those amendments, Coopers Paddock Warwick Farm and 1 Hoxton Park Road, Liverpool were gazetted (finalised) by the Minister for Planning and Infrastructure.
- 722 Development Applications valued at over a million dollars were determined.



- 3 053 Section 149 Zoning Certificates and 533 Outstanding Notices were processed in order to provide the community with information on planning controls and property affectations relating to any piece of land within the Liverpool area.
  - 174 matters relating to development compliance were investigated and actioned.
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## Safe Neighbourhoods

- 17 development applications were referred to the local police for input into how they could be modified to achieve maximum public safety.
- \$150,000 in funding was secured from the Attorney General's Department to undertake work which will make five sites in Liverpool less susceptible to opportunistic crime and implement programs which divert young people away from graffiti.
- \$50,000 in funding was secured from the NSW Attorney General and Justice to improve car security in Liverpool.
- Implementation of the 2009-12 Community Safety and Crime Prevention Plan was completed and development of the new plan is underway.
- 373 people responded to the Community Safety Survey. Respondents identified drug dealing and use, break and enter and lack of lighting as key concerns. The Liverpool City Centre and the 2168 postcode were identified as priority areas. This information will inform the development of the new Community Safety Plan for Liverpool.
- Council worked with the police and several government organisations to deliver targeted initiatives including operations which were aimed at investigating illegal activity, non-compliance and drug and criminal activities in mechanical and smash repair workshops and brothels.
- Council provided a range of companion animal management services. 269 companion animals were micro-chipped at the Annual Free Micro-chipping Day in Woodward Park on 15 September 2012. Eight applications to the subsidised animal de-sexing program were determined and 24 patrols of the off-leash dog areas were conducted.
- Council resolved to support the installation of CCTV in the City Centre and invite Expressions of Interest to install and maintain the CCTV cameras. A public meeting was held on 22 October 2012 to involve the general community and local businesses in the installation of CCTV in the Liverpool CBD.



# Principal Activities Progress Report

Delivery Program 2011 – 2015 Principal Activity		Progress
<b>2.1 Develop and implement planning policies that respond to environmental, social and economic considerations</b>		
Ensure planning policies provide for development that achieves an appropriate balance of environmental, social and financial outcomes		✓
Ensure planning controls encourage growth and provide an adequate mix of land uses and a variety of opportunities for living, working and recreation		✓
Provide and enforce a suite of planning policies		✓
Contribute to the planning for urban expansion of areas within the South-West Growth Centre		✓
<b>2.2 Undertake continual improvement to public areas</b>		
Clean and maintain public spaces and facilities		✓
<b>2.3 Foster neighbourhood pride and a sense of civic responsibility</b>		
Deliver programs that aim to build community pride		✓
Conduct illegal dumping enforcement program		✓
Reduce graffiti vandalism		✓
<b>2.4 Manage air, water, noise and chemical pollution</b>		
Enforce regulations for air, water and noise pollution		✓
<b>2.5 Facilitate development of a community sense of safety in public spaces in partnership with police, local stakeholders and residents</b>		
Liaise with Police, local stakeholders and the community to deliver targeted initiatives		✓
<b>2.6 Support policies and plans that prevent crime</b>		
Promote public safety through the design of buildings and public areas		✓
Undertake planning in relation to safety and crime prevention		✓
<b>2.7 Undertake enforcement actions based on sound compliance policy</b>		
Undertake inspections as required by legislation		✓
Promote responsible animal management		✓
Enforce offences regarding illegal land filling and or educate offenders to ensure appropriate land use		✓
Inspect existing developments to ensure compliance with conditions of development consents		✓
<b>2.8 Encourage the revitalisation of local retail centres</b>		
Undertake planning reviews for local centres		✓
<b>2.9 Promote positive and healthy behaviours in public places</b>		
Encourage the community to introduce practical solutions to liquor related problems		✓

## Objective 3. Urban development is consistent with sustainability principles

### 10 year strategies for the City

*What do we need to do to make this happen?*

- 3.1. Preserve and maintain heritage, both landscape and cultural as urban development takes place
- 3.2. Implement planning policies which encourage commercial and residential high-rise in major centres near transport interchanges, complemented by open space and facilities
- 3.3. Provide appropriate infrastructure for the communities of new urban areas as they are being settled
- 3.4. Regulate for a mix of housing types that responds to different population groups such as young families and older people
- 3.5. Retain viable opportunities for local food production while managing land use to meet urban growth demands
- 3.6. Manage the impact of flooding through the delivery and maintenance of drainage systems
- 3.7. Support urban renewal
- 3.8. Support housing affordability

“Renewing housing – affordable and make it with an environmentally friendly approach, energy saving, insulation”

“Supply needed infrastructure before development and use the developer contributions”





## Summary of Progress

There are approximately 58,900 homes in Liverpool and during the next 25 years there will be up to 45,000 additional homes to accommodate nearly 140,000 new residents. The State Government has identified areas of Liverpool where these homes will be built. Most will be in the new suburbs planned for the areas west of Austral and continued growth will occur around Middleton Grange, Elizabeth Hills and Edmondson Park. There will also be significant redevelopment in the established suburbs, particularly around the Liverpool City Centre and some suburban centres. This will result in some areas experiencing 'knockdown and re-build' development which may be at a higher density. This will provide more housing and other uses to meet ongoing community needs.

Eleven principal activities have been identified in the Delivery Program to ensure urban development in Liverpool is consistent with sustainability principles. Significant progress was made in planning for the urban expansion of areas within the South West Growth Centre with studies relating to flooding, traffic and ecological values of the site being undertaken. Council also successfully secured amendments to the East Leppington Indicative Layout Plan and Section 94 Contributions Plan to reduce costs to future land development in the area.

Provision and maintenance of infrastructure in Liverpool is a high priority, the proposed extension of Kurrajong Road from Kookaburra Road to Sarah Hollands Drive is well underway and a draft Risk Management Plan was developed to support Council in minimising the effects of flooding.

Council adopted 11 principal activities to work towards urban development is consistent with sustainability principles	
From July - December 2012	
✓	10 activities have been completed or are on track
?	One activity may experience delays and is being monitored closely
✗	No planned activity will not be completed in 2012-13



## Activity highlights from July to December 2012

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### Urban Development

- Planning for the urban expansion of areas within the South West Growth Centre progressed significantly. Council was involved in the development of the Indicative Layout Plan and further studies in relation to flooding, traffic and ecological values of the site have been undertaken.
  - Council has had ongoing negotiations with the Department of Planning and Infrastructure regarding the Section 94 Contributions Plans for the new release areas at Austral, North Leppington and East Leppington. Council successfully secured amendments to the East Leppington Indicative Layout Plan and Section 94 Contributions Plan to reduce costs to future land development in the area.
  - Preparation of a Housing Affordability Briefing Paper commenced to identify current issues related to affordable housing in Liverpool and to develop recommendations to address these issues.
  - Council advocated on a range of matters which affect Liverpool's residents, including responses to the State Government's Affordable Housing policy, the proposed Camden Coal Seam Gas expansion and lobbying against the intermodal proposal at Moorebank.
  - Council facilitated the Heritage Committee which ensures adequate heritage protection for significant items of local heritage value and considers applications for state listing of items.
- 

### Infrastructure

- Significant progress has been made into the proposed extension of Kurrajong Road from Kookaburra Road to Sarah Hollands Drive. The design and tender documentation has been prepared and alterations to Transgrid's high voltage transmission cables have begun to enable road works. Once completed this will provide an alternative sub-arterial link between the Hume Highway in Casula and Cowpasture Road in Carnes Hill.
- A draft Risk Management Plan for areas subject to flooding from overland flows was prepared and a program of works is scheduled for finalisation by June 2013.
- All programmed maintenance was completed on Gross Pollutant Traps which capture and retain large pollutants such as leaf litter, bottles, plastic bags, cans and take-away food containers from piped drainage systems and channels before they enter natural waterways and wetlands.

# Principal Activities Progress Report

Delivery Program 2011 – 2015 Principal Activity		Progress
<b>3.1 Preserve and maintain heritage, both landscape and cultural as urban development takes place</b>		
Provide adequate heritage protection for significant items of local heritage value and consider applications for state listing of items where appropriate		✓
<b>3.2 Implement planning policies which encourage commercial and residential high-rise in major centres near transport interchanges, complemented by open space and facilities</b>		
Promote the inclusion of appropriate forms of urban renewal and urban release development in planning proposals and planning amendments		✓
<b>3.3 Provide appropriate infrastructure for the communities of new urban areas as they are being settled</b>		
Undertake infrastructure needs planning for new areas of Liverpool including the South-West Growth Centre		✓
Deliver new infrastructure assets and upgrade existing assets as identified in the contributions plans		✓
Develop and maintain developer contribution plans and voluntary planning agreements that enable collection of contributions		✓
<b>3.4 Regulate for a mix of housing types that responds to different population groups such as young families and older people</b>		
Planning policies provide for towns and suburbs which have a range of dwelling types that deliver housing choice for owners and renters		✓
<b>3.5 Retain viable opportunities for local food production while managing land use to meet urban growth demands</b>		
Consider opportunities for agriculture to be maintained within the South West Growth Centre area as the area establishes		✓
<b>3.6 Manage the impact of flooding through the delivery and maintenance of drainage systems</b>		
Identify areas prone to flooding and develop flood management options		✓
Maintain creeks, waterways and man-made drainage systems		✓
<b>3.7 Support urban renewal</b>		
Encourage renewal of older urban areas		?
Council has worked closely with stakeholders in Miller to plan for the redevelopment of Miller Town Center. However, Council is currently awaiting feedback from Housing NSW in order to continue with plans for the redevelopment which may prevent this project from proceeding this financial year.		
<b>3.8 Support housing affordability</b>		
Undertake planning for housing affordability		✓





No Added Sugar - Australian Muslim Women Artists exhibition at Casula Powerhouse Arts Centre

## Objective 4. Liverpool is a socially inclusive and healthy community

### 10 year strategies for the City

*What do we need to do to make this happen?*

- 4.1. Support community organisations, groups and volunteers to deliver coordinated services to the community
- 4.2. Raise awareness in the community about available services and facilities
- 4.3. Support local health services and programs that prevent disease and improve well being
- 4.4. Support access to services for older people and prepare for an ageing population
- 4.5. Deliver high quality services for children and their families
- 4.6. Support young people's access to activities, services and spaces
- 4.7. Support access and services for people with a disability
- 4.8. Support initiatives that improve health, education and employment outcomes for Aboriginal people
- 4.9. Support access to services and support for migrants and refugees
- 4.10. Support access to healthy and affordable food for the local community
- 4.11. Facilitate the development of community leaders
- 4.12. Provide a diverse range of recreation services

"There seems to be more young people than ever and little services for them to enjoy"

"More community groups and activities for children"





## Summary of Progress

Liverpool's current population is approximately 188,083 people. It is estimated that the population will grow to about 325,000 by 2036. The area is family orientated with almost 40 per cent of the population aged less than 24 years. While Liverpool will continue to be a young city, the number of older people is increasing with more than 50,000 people who are over 65 years expected to be living in Liverpool in coming decades. Liverpool is one of the most culturally diverse cities in NSW with almost one in three people born overseas and almost half of Liverpool's residents speaking a language other than English at home. The socio-economic status of people living in Liverpool is also diverse with some areas of affluence and pockets of areas with high socio-economic disadvantage being prevalent. In line with social justice principles, Council needs to ensure that its services and support are accessible to all members of the community.

Eighteen principal activities have been identified in the Delivery Program to support the development of a socially inclusive and healthy community in Liverpool. Council entered into a Memorandum of Understanding to assist the Community Kitchen and Hub to provide access to healthy and affordable food to disadvantaged groups in Liverpool, an audit of parking spaces and access ramps was undertaken to improve parking for people with a disability and a range of health and exercise programs were implemented to improve health outcomes for people in Liverpool.

Council provided a diverse range of recreational options. The Casula Powerhouse Arts Centre hosted a variety of exhibitions, theatre productions, festivals and workshops. Usage of the Centre increased by 28 per cent from the same period last year with 42,247 visitors accessing the centre between July and December 2012. Council's leisure and aquatic centres provided a range of activities including learn to swim, water workout classes and swim fit.

### Council adopted 18 principal activities to support a socially inclusive and healthy community

#### From July - December 2012

✓	All activities have been completed or are on track
?	No activities are experiencing delays at this time
✗	No planned activity will not be completed in 2012-13



Access upgrades to Miller Senior Citizens Centre





Children participating in the *Way Out West* festival workshops

## Activity highlights from July to December 2012

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### Community Well-being and Access

- Council worked with the Liverpool Migrant Resource Centre to engage people from culturally and linguistically diverse communities on a range of programs including *No Added Sugar* an exhibition which represented Muslim women artists, the *Way Out West Festival* for children and families, classes for people with a disability and the *8x8* project for local students.
  - Two 16 week Healthy Living programs comprising of information sessions and physical activity were held to support people in Liverpool to live healthier lifestyles. An Active Travel Map was also developed and is currently being translated into 19 community languages.
  - Council entered into a Memorandum of Understanding to support the Community Kitchen and Hub to provide access to healthy and affordable food to disadvantaged groups in Liverpool.
  - An induction and training program was undertaken for new members of Council's Youth Council. The Liverpool Youth Council provides young people with the opportunity to be involved and make recommendations on matters in the community which affect them.
  - An audit of parking spaces and access ramps was undertaken in partnership with the Liverpool Access Committee to improve parking for people with a disability.
  - Accessibility ramps were installed at the Miller Senior Citizens Centre and Heckenberg Community Centre.
  - Access provisions to accommodate the needs of people with a disability at Casula Powerhouse Arts Centre included modifications to all festivals and workshops, a specific program for International Day of People with a Disability and an accessible theatre performance.
- 

### Recreational Activities

- The Casula Powerhouse Arts Centre hosted 131 workshops or education tours, 14 exhibitions, 11 theatre productions and four festivals.
- 42,247 people visited the centre, a 28 per cent increase on visits from this period last year.
  - 3,500 people attended the *Way Out West Festival* for children at Casula Powerhouse Arts Centre
  - 1,026 people attended four matinee performances which specifically targeted older people in the community.
- 268,097 people in total accessed the Whitlam Leisure Centre
  - 68,057 people accessed the aquatic centre and swim school
  - 133,280 people visited the health club
  - 66,760 attended events at the stadium and sport programs
- 86,707 people in total accessed the Michael Wenden Aquatic Leisure
  - 32,799 people accessed the aquatic centre and swim school
  - 32,500 people visited the health club
  - 21,408 people attended stadium events and sport programs

# Principal Activities Progress Report

Delivery Program 2011 – 2015 Principal Activity		Progress
<b>4.1 Support community organisations, groups and volunteers to deliver coordinated services to the community</b>		
Support and resource the Liverpool Community Services Sector		✓
Build a pathway of creative opportunities for Liverpool's people in collaboration with the Liverpool Migrant Resource Centre through community access programs		✓
<b>4.2 Raise awareness in the community about available services and facilities</b>		
Undertake publicity for Council services, facilities and activities		✓
<b>4.3 Support local health services and programs that prevent disease and improve well being</b>		
Work with local health services to improve community health and well-being		✓
<b>4.4 Support access to services for older people and prepare for an ageing population</b>		
Run programs specifically for the aging community		✓
<b>4.5 Deliver high quality services for children and their families</b>		
Provide Child Care Services for under five year olds compliant with national standards		✓
Deliver program and activities for children and their families		✓
<b>4.6 Support young people's access to activities, services and spaces</b>		
Implement Council's Youth Strategy		✓
<b>4.7 Support access and services for people with a disability</b>		
Improve access to public infrastructure for those with a disability		✓
Deliver programming at the Casula Powerhouse Arts Centre specifically targeting people with special needs		✓
Implement footpath and cycleway programs to improve accessibility and mobility across Liverpool		✓
<b>4.8 Support initiatives that improve health, education and employment outcomes for Aboriginal people</b>		
Undertake planning in relation to the Aboriginal and Torres Strait Islander communities		✓
<b>4.9 Support access to services and support for migrants and refugees</b>		
Deliver programs for culturally and linguistically diverse communities		✓
Provide information and resources to culturally and linguistically diverse communities		✓
Deliver programs at Casula Powerhouse Arts Centre that engage migrant and refugee communities		✓



<b>4.10 Support access to healthy and affordable food for the local community</b>	
Collaborate with local groups and stakeholders to deliver targeted initiatives aimed at increasing access to healthy and affordable food	
<b>4.11 Facilitate the development of community leaders</b>	
Investigate opportunities to deliver locally based programs for Aboriginal people	
<b>4.12 Provide a diverse range of recreation services</b>	
Conduct a range of recreation events and activities	





Festivities were held to celebrate the National Aborigines and Islanders Day of Celebration



## Objective 5. Council and the community work together to support environmental sustainability

### 10 year strategies for the City

*What do we need to do to make this happen?*

- 5.1. Minimise household and commercial waste
- 5.2. Manage the environmental health of waterways
- 5.3. Protect, enhance and maintain areas of endangered ecological communities and high quality bushland as part of an attractive mix of land uses
- 5.4. Raise community awareness and support action in relation to environmental issues
- 5.5. Act as an environmental leader within the community
- 5.6. Enhance the environmental performance of buildings and homes

“Need to develop solutions to environment concerns, put standards in place when building new properties - solar panels, recycled water, tanks”

“There are a few challenges like stopping pollution and recycling”



Volunteers planting at the Wattle Grove Environment Group site

## Summary of Progress

Liverpool City's natural attributes include its land, air, water and vegetation. Liverpool has a wide variety of plants, animals and ecosystems, including 35 threatened fauna species and 23 threatened flora species. Approximately one third of Liverpool is covered in vegetation, made up of 16 different vegetation communities. Within the Liverpool area, waterways can be exposed to a range of pollutants from industrial, household and commercial waste.

It is Council's responsibility to appropriately manage this pollution and ensure the ecology of the waterways is protected. Growing development in Liverpool can also place considerable pressure on biodiversity. Council has in place a variety of measures to minimise the impact of development on the natural environment.

Sixteen principal activities have been identified in the Delivery Program to support environmental sustainability in Liverpool and position Council as a leader in this area. The Mayor of Liverpool, Ned Mannoun launched the recycling campaign 'Liverpool Recycles Right' to raise awareness on the importance of recycling and correct waste disposal in Liverpool, and a diverse educational program was implemented to promote environmental sustainability in the community.

Effective management of Liverpool's environment continued to be a high priority with four new bush regeneration projects commencing in Council's parks and gardens and an aquatic weed spraying program carried out to reduce weeds in creeks and rivers.

### Council adopted 16 principal activities to support environmental sustainability in Liverpool.

From July - December 2012



15 activities have been completed or are on track



One activity may experience delays and is being monitored closely



No planned activity will not be completed in 2012-13



Sustainability Centres were installed at Hinchinbrook Multipurpose Centre and Wattle Grove Children's Centre





Local children attend the *Liverpool Recycles Right* launch

## Activity highlights from July to December 2012

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### Environmental Leadership

- The Mayor of Liverpool, Ned Mannoun, launched the recycling campaign 'Liverpool Recycles Right' on 15 November 2012.
  - 1,400 trees for planting were given to the 28 schools that participated in National Tree Day activities in July.
  - A recognition event for local environmental volunteers was held on 5 December 2012.
  - Council conducted a diverse education program to raise awareness on the importance of sustainability. Highlights include five education workshops, production and distribution of a seasonal newsletter, energy and water audits of Council's top energy and water use sites and consultation into the development of a Climate Change Adaptation Plan.
  - The natural outdoor areas at Council's child care centres in Hinchinbrook and Wattle Grove were upgraded to develop sustainable education centres for the children to use.
- 

### Maintaining our Natural Areas

- Four new bush regeneration projects commenced to remove weeds and litter as well as introduce local native trees. Eighty bush regeneration sites were maintained during this period.
  - Forty patrols of waterways in the Liverpool area were undertaken and all issues requiring attention were rectified.
  - An aquatic weed spraying program to reduce weeds in creeks and rivers and spraying of noxious and environmental weeds in Council's parks and gardens was carried out.
- 

### Waste Management

- Council collected and processed:
  - 20,564 tonnes of waste
  - 8,044 tonnes of recyclables
  - 6,593 tonnes of garden waste.
- A gross pollutant trap was installed in Scott Street, Liverpool and design is under way to enable installation of a second gross pollutant trap in the Northumberland Service Way. Gross pollutant traps collect pieces of waste and debris before they enter river systems.

# Principal Activities Progress Report

Delivery Program 2011 – 2015 Principal Activity		Progress
<b>5.1 Minimise household and commercial waste</b>		
Provide residents with a sustainable waste collection service		✓
Deliver a range of waste collection activities		✓
Undertake a waste education strategy		✓
<b>5.2 Manage the environmental health of waterways</b>		
Reduce the amount of pollution entering creeks and rivers		✓
Incorporate appropriate controls into Development Control Plans (DCP) to manage potential impacts of development on waterways		✓
<b>5.3 Protect, enhance and maintain areas of endangered ecological communities and high quality bushland as part of an attractive mix of land uses</b>		
Seek to incorporate appropriate controls into planning policies to ensure endangered ecological communities are adequately protected		✓
Undertake significant bush regeneration projects that include locally native tree planting as well as weed and litter removal		✓
Deliver tree management programs		✓
Implement a generic plan of management for natural areas in Liverpool		✓
<b>5.4 Raise community awareness and support action in relation to environmental issues</b>		
Facilitate Council's Environment Volunteer Program to support environmental activities around Liverpool		✓
Conduct an education program on a range of sustainability issues		✓
Encourage public comment in relation to planning proposals and planning controls which may result in environmental impacts		✓
Include environmental awareness in arts programs		✓
<b>5.5 Act as an environmental leader within the community</b>		
Increase the capacity of Council to meet its environmental legislative requirements and improve environmental performance		✓
<b>5.6 Enhance the environmental performance of buildings and homes</b>		
Ensure that the environmental performance of buildings and homes is considered in all relevant Development Applications		✓
Improve environmental performance of Council's buildings through maintenance and renewal projects		?
<p><i>Council has made substantial progress in this area with the installation of air-conditioning upgrades being scheduled for the Easter break at child care centres in Holsworthy, Prestons and Casula. However State Government funding through the Local Council Waste and Sustainability Improvement Payments which was available previously to upgrade other buildings is now unavailable. This has significantly impacted on Council's ability to complete this task. Council is exploring other funding options.</i></p>		







## Objective 6. The culture and diversity of Liverpool is recognised and valued

### 10 year strategies for the City

*What do we need to do to make this happen?*

- 6.1. Facilitate the celebration of the rich variety of cultures
- 6.2. Promote community harmony and address discrimination
- 6.3. Provide cultural centres and activities for the enjoyment of culture and the arts
- 6.4. Create awareness of and encourage use of significant historical and cultural sites
- 6.5. Support community identity and a sense of belonging

“Develop services that facilitate integration of migrants and refugees”

“Less racism”



The 50th Anniversary of the Australian Model Railway Association was held at the Whitlam Leisure Centre

## Summary of Progress

The City of Liverpool is rich with heritage and is a major cultural and arts precinct. It is the traditional home of the Cabrogal Clan of the Dharug Nation and there are many Aboriginal artefacts. Liverpool is one of Australia's oldest towns and there is a rich display of significant heritage buildings which are protected at the local and state level including Collingwood House, the Casula Powerhouse Arts Centre, the TAFE college building, St Luke's Church and the Cecil Hills Farm. In recent decades there have been waves of migration from a diverse range of multicultural groups. These historical and cultural attributes create Liverpool's unique identity and are one of its key strengths.

Seven principal activities are identified in the Delivery Program to ensure the culture and diversity of Liverpool is recognised and valued. To progress this goal, Council implemented a range of initiatives. More than 15,000 people participated in the *Pacifica Power* program which was held at the Casula Powerhouse Arts Centre. The Liverpool Regional Museum hosted a series of exhibitions and talks including the fashion exhibition, *Strike a pose with Lee Lin Chin*. The library provided a range of leading programs and services including English conversation classes, workshops, exhibitions, author talks and guest speakers.

### Council adopted seven principal activities to recognise and value culture and diversity

From July - December 2012

✓	All activities have been completed or are on track
?	No activities are experiencing delays at this time
✗	No planned activity will not be completed in 2012-13





## Activity highlights from July to December 2012

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### History and Heritage

- The Liverpool Regional Museum hosted a series of exhibitions and talks including:
    - The fashion exhibition *Strike a pose with Lee Lin Chin*
    - A talk by Janie Hicks, Stud manager of Coolaroo and Illawarra Alpaca Studs about the history of alpacas during History Week 2012.
  - The Museum completed cataloguing the Bartlett Collection of family papers and objects. The Bartlett family lived in Collingwood House during the 1850s.
- 

### Arts and Culture

- More than 15,000 people participated in the *Pacifica Power* program from 13 October to 20 November. Activities included a presentation of Tautai theatre from New Zealand, Pacific Empowerment tours and workshops with school students and an intensive community development and engagement program with young Pacific Islander men.
- Council hosted several civic functions as part of its program of citywide events, including:
  - The South West Sydney Academy of Sport presentations to recognise athletes in the Liverpool area
  - An information stall during Local Government Week to provide information about Council services to the community
  - The Mayor's Christmas Reception
  - An Elected Leaders Forum to bring together local State and Federal members of parliament to discuss issues which affect Liverpool
  - Showcasing Liverpool on an international scale by hosting the delegation from Toda, Japan.
- The Library launched a month-long celebration of Christmas. This event included the *Christmas Around the World* exhibition and a Christmas giving tree.



## Principal Activities Progress Report

Delivery Program 2011 – 2015 Principal Activity		Progress
<b>6.1 Facilitate the celebration of the rich variety of cultures</b>		
Facilitate the development of local stories		✓
Deliver a program of citywide community events		✓
<b>6.2 Promote community harmony and address discrimination</b>		
Provide programming and art experiences that physically brings together communities		✓
<b>6.3 Provide cultural centres and activities for the enjoyment of culture and the arts</b>		
Provide a centre for the collection and enjoyment of local historical and heritage items		✓
Conduct an extensive arts and culture program and events at Casula Powerhouse Arts Centre		✓
<b>6.4 Create awareness of and encourage use of significant historical and cultural sites</b>		
Implement a variety of approaches to raise awareness of Liverpool's historical and cultural heritage		✓
<b>6.5 Support community identity and a sense of belonging</b>		
Promote diversity and harmony and enhance community identity		✓

## Objective 7. There is an efficient and highly connected transport system

### 10 year strategies for the City

*What do we need to do to make this happen?*

- 7.1. Promote an integrated and user friendly public transport service
- 7.2. Support the delivery of a range of transport options
- 7.3. Deliver and maintain a high quality local road system including provision and maintenance of infrastructure and management of traffic issues
- 7.4. Deliver and maintain a range of transport related infrastructure such as footpaths, bus shelters and bikeways
- 7.5. Enhance road safety for all road users
- 7.6. Promote the provision of a well-functioning regional transport network by State and Federal Governments

“To promote people to use more public transport you should definitely look at parking close to rail and bus station”

“...lobby the State government for better roads”



## Summary of Progress

Liverpool has good access to major motorways including the M5 and M7 although traffic congestion can be experienced on major arterial roads during peak periods. The Bus Transitway between Liverpool and Parramatta is well used and has grown considerably. Maintenance of the road system and accessible parking are a key community concern and Council needs to ensure that people in Liverpool have equal access to adequate transport, including people with special needs or those living in more remote areas. To cater for the needs of Liverpool's growing population, more capacity is needed on major roads and public transport. In addition transport infrastructure requires further development. Council is integral to the development of an efficient and highly connected transport system and has a variety of programs and plans in place to address this.

Eight principal activities were identified in the Delivery Program to support an efficient and highly connected transport system, Council made sound progress in achieving this objective. Major road works commenced on 12 roads in the Liverpool area and 4,750 square metres of road repairs were completed. To advocate for improved public infrastructure and services, Council prepared a detailed submission to the State Government on the long-term transport needs of Liverpool and lobbied the Department of Planning and Infrastructure for transport infrastructure in new release areas. A variety of activities were also undertaken to improve road safety in the community including free child restraint fittings and inspections of school zones.

Council adopted eight principal activities to support an efficient and highly connected transport system	
From July - December 2012	
✓	All activities have been completed or are on track
?	No activities are experiencing delays at this time
✗	No planned activity will not be completed in 2012-13







Construction of roundabout at Hart Street, Liverpool

## Activity highlights from July to December 2012

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### Advocacy and Representation

- To advocate for improved public transport infrastructure and services, Council:
    - Prepared a detailed submission to the State Government on the long-term transport needs of Liverpool
    - Lobbied the Department of Planning and Infrastructure for transport infrastructure in new release areas
    - Provided input into the Roads and Maritime Services road widening proposals
    - Supported the Liverpool Transport Taskforce
    - Held meetings with local bus service operators.
- 

### Roads, Footpaths and Bus Shelters

- Major road works commenced on 12 roads including:
    - Edmondson Avenue, Austral
    - Fifteenth Avenue, West Hoxton
    - Fourth Avenue, Austral
    - Jedda Road, Prestons
    - Lismore Street, Hoxton Park.
  - 4,750 square metres of road repairs were completed and 13 kilometres of road shoulder areas were regraded or upgraded.
  - More than 1,075 square metres of footpath and 275 metres of kerb and gutter were repaired.
  - Approximately 95 per cent of requests to repair potholes were responded to within 48 hours.
  - Traffic facilities were installed in Brickmakers Drive, the Casual Powerhouse Art Centre access road and Stockton Avenue.
  - Fabrication and installation of four new bus shelters was completed.
- 

### Road Safety

- Council received \$43,000 in funding to provide road safety initiatives to the community.
- Road safety activities undertaken during this period include:
  - 352 inspections of school zones
  - Ongoing advertising, promotion and education of road safety messages
  - Collaborating with the local police and the Police Citizens and Youth Club to highlight road safety issues
  - Free child restraint fittings to assist new parents
  - Workshops for parents and supervisors of learner drivers on safe and effective supervision.

## Principal Activities Progress Report

Delivery Program 2011 – 2015 Principal Activity		Progress
<b>7.1 Promote an integrated and user friendly public transport service</b>		
Advocate to State Government to improve public transport service for our suburbs		✓
<b>7.2 Support the delivery of a range of transport options</b>		
Advocate to State government for increased road, rail and bus capacity to meet increasing travel demands of South-West Sydney		✓
<b>7.3 Deliver and maintain a high quality local road system including provision and maintenance of infrastructure and management of traffic issues</b>		
Undertake timely renewal and replacement of road assets		✓
<b>7.4 Deliver and maintain a range of transport related infrastructure such as footpaths, bus shelters and bikeways</b>		
Put in place development controls which require the provision of bus shelters, footpaths and bike paths		✓
Continue to deliver new paved footpaths, shared paths and bus shelters		✓
Regularly maintain footpaths, cycle ways and kerb and gutter		✓
<b>7.5 Enhance road safety for all road users</b>		
Implement Road Safety Action Plan		✓
<b>7.6 Promote the provision of a well-functioning regional transport network by State and Federal Governments</b>		
Advocate to State Government to improve transport services and infrastructure		✓



## Objective 8. Urban infrastructure meets the needs of a growing community

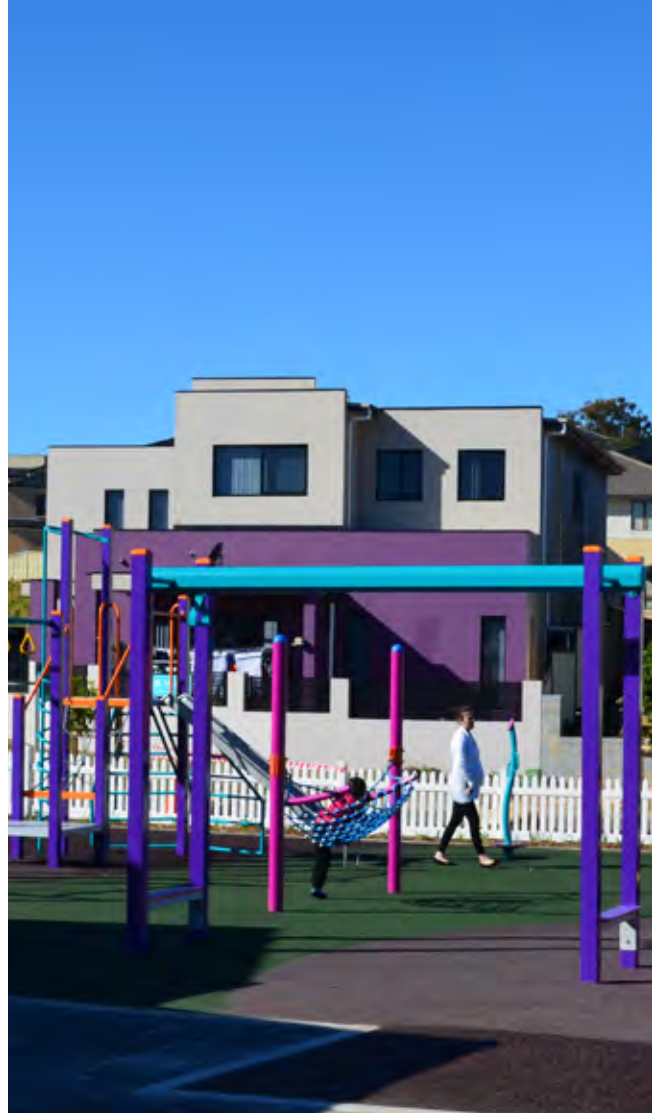
### 10 year strategies for the City

*What do we need to do to make this happen?*

- 8.1. Support the provision of major infrastructure including electricity, sewerage, water, schools and telecommunications
- 8.2. Manage infrastructure assets in accord with established asset management principles
- 8.3. Provide and maintain well designed community facilities to meet community needs
- 8.4. Provide and maintain a diverse range of recreation facilities
- 8.5. Provide assets in a manner that meets relevant standards and identified service levels

“Recreation facilities should be a high priority they are great to improve the health of the community and to increase community harmony”

“Internet access is very frustrating in Casula and Prestons”



## Summary of Progress

Liverpool is a growing City with up to 45,000 additional homes and nearly 140,000 new residents expected in the next 25 years. This requires the delivery of appropriate and extensive new infrastructure to accommodate for the expected growth as well as the maintenance of existing infrastructure. The cost of infrastructure to accommodate urban growth has been estimated to be \$304 million over the next ten years. Council is responsible for the management, care and control of a wide range of infrastructure assets, representing a significant public investment and utility. A ten year Asset Management Plan is in place to set the foundation for delivering new, and maintaining existing infrastructure for Liverpool.

Ten principal activities are identified in the Delivery Program to support urban infrastructure for a growing community. The Carnes Hill and Community and Recreation precinct has progressed significantly and community information sessions were held to provide details of the proposed plans and design for the facility. A Human Services Planning Group has been established to lobby for community services and resources in Liverpool's growth areas and new street lighting has been approved for several of the new release areas. In order to ensure that all community members have equal access to Council's facilities, an Expression of Interest process was put in place to assess potential hirers against set criteria.

Council adopted 10 principal activities to support urban infrastructure for a growing community	
From July - December 2012	
✓	All activities have been completed or are on track
?	No activities are experiencing delays at this time
✗	One planned activity will not be completed in 2012-13







## Activity highlights from July to December 2012

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### New Infrastructure

- Community information sessions were held to provide details of the plans and design for the Carnes Hill Community and Recreation Precinct.
  - New street lighting was approved for Georges Fair, Middleton Grange and Edmondson Park.
  - A Human Services Planning Group was established to lobby for services and resources in Liverpool's growth areas.
  - More than 95 per cent of the Road Opening Permit applications were assessed and necessary permits issued within strict time frames.
  - Post construction reviews of all major works projects were undertaken to ensure that new building projects comply with sustainability principles and requirements in relation to environmental, social, economic and governance aspects. All projects were fully compliant.
  - The Casula Parklands was determined as the site for the Community Native Plant Nursery and Environment Education Centre. A location within the Parklands for the Centre will be nominated once information is available on the location for the rail link and proposed intermodal development.
- 

### Infrastructure Maintenance and Use

- An ongoing building maintenance program was in place ensuring community facilities were in line with community standards and expectations.
- An expression of interest process was implemented to ensure potential hirers of community facilities had equal access to the facilities.

# Principal Activities Progress Report

Delivery Program 2011 – 2015 Principal Activity		Progress
<b>8.1 Support the provision of major infrastructure including electricity, sewerage, water, schools and telecommunications</b>		
Liaise with State agencies to secure delivery of infrastructure to support urban renewal and to underpin development of new suburbs		
<b>8.2 Manage infrastructure assets in accord with established asset management principles</b>		
Maintain Council's building assets in sound condition to meet the community's needs		
Monitor and manage works carried out by others to ensure Council's standards and specifications are maintained		
<b>8.3 Provide and maintain well designed community facilities to meet community needs</b>		
Deliver the Community Native Plant Nursery and Environment Education Centre		
Support the delivery of new and upgraded community facilities in new and recently established areas		
Deliver the Carnes Hill Community and Recreation Precinct		
<b>8.4 Provide and maintain a diverse range of recreation facilities</b>		
Support the delivery of new and upgraded recreation facilities in new and recently established areas		
Provide equitable access to Council's community facilities		
Research future community requirements for recreation and open space infrastructure		
<b>8.5 Provide assets in a manner that meets relevant standards and identified service levels</b>		
Ensure Council's buildings comply with sustainability principles		





## Objective 9. There is access to comprehensive education and training

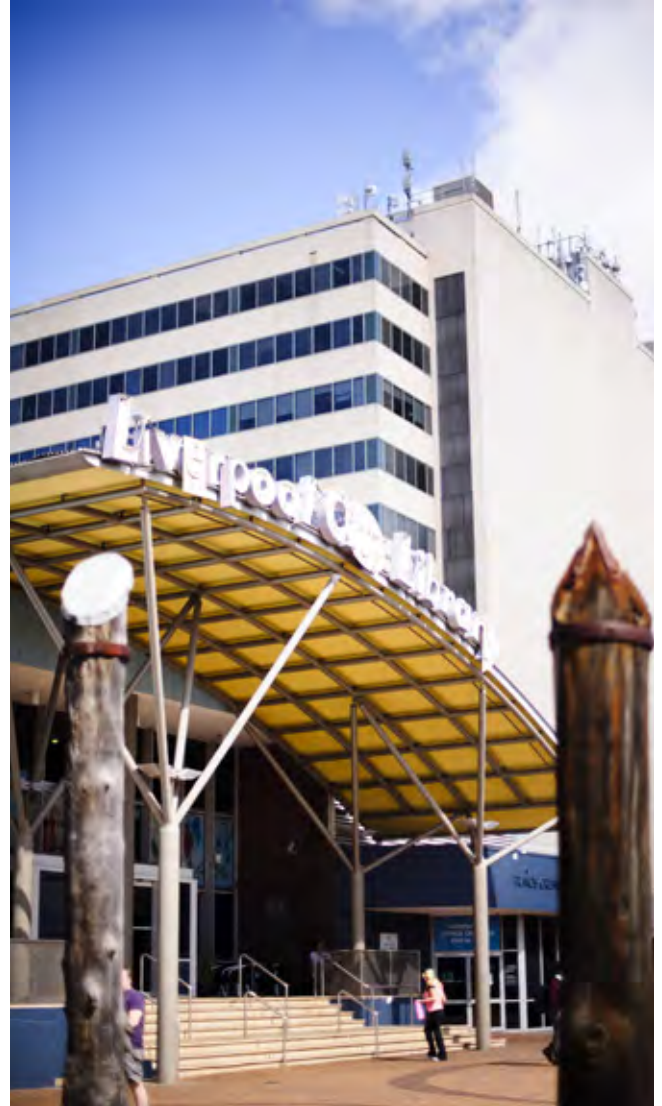
### 10 year strategies for the City

*What do we need to do to make this happen?*

- 9.1. Support opportunities for informal learning and resource a network of libraries in the community
- 9.2. Support access to the internet, in particular broadband connection
- 9.3. Support access to post-secondary education, including TAFE and University
- 9.4. Support programs for students requiring assistance
- 9.5. Support education opportunities that meet the needs of the community

“Education is the most important thing”

“Establish a University campus in the area to encourage access to education”





## Summary of Progress

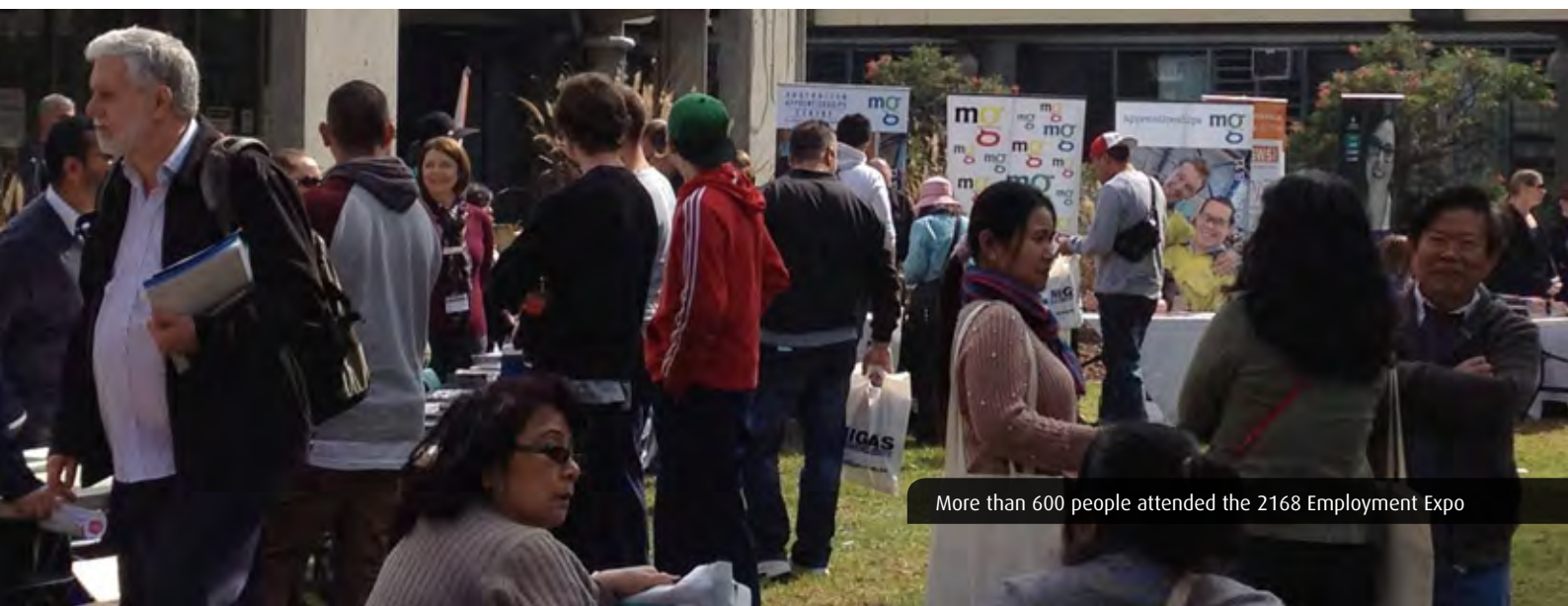
In Liverpool there is a wide range of education and training services that support access to formal and informal education and training, including educational institutions, registered training providers, library services and community and social enterprise programs. There is a developing post-secondary education precinct with two TAFE colleges and university campuses located nearby in Campbelltown and Bankstown. The proportion of Liverpool's population that completed high school education and hold post-secondary qualifications has increased, however it is still lower than other areas of Sydney. Opportunities to expand lifelong learning in Liverpool will enable residents to make positive and rewarding contributions to the local community, the environment and to the economy.

Five principal activities were identified in the Delivery Program to support access to comprehensive education and training. To keep up to date with current trends in technology, the library increased its digital collection and a presentation on the National Broadband Network was held for local businesses. Twenty young people participated in a skills development program which supported them to plan the delivery of the *Twisted Sounds Youth Music Festival*. Council continued to support and resource The People's Shed Social Enterprise Hub; which delivers employment, training and recreational activities for men and the wider community.

### Council adopted five principal activities to support access to comprehensive education and training

From July - December 2012

✓	All activities have been completed or are on track
?	No activities are experiencing delays at this time
✗	No planned activity will not be completed in 2012-13



More than 600 people attended the 2168 Employment Expo



The library received donations from Brad Fittler's personal collection

## Activity highlights from July to December 2012

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### Libraries






- 600,196 people visited libraries in Liverpool which provided a range of programs for children and adults including story time, rhyme time, English conversation classes, workshops on broadband for seniors, exhibitions, author talks and guest speakers.
  - The Liverpool Library significantly increased its digital collection in order to meet the growing need for electronic resources. This collection now includes:
    - 5,441 eBooks
    - 2,419 audio books
    - 275 music titles
    - 143 video titles
    - 93 magazine titles
  - 'Freegal', a digital music service which allows customers to download music from thousands of artists in the Sony Catalogue was introduced.
  - The library acquired a jersey from National Rugby League coach and former Australian Test Captain Brad Fittler, as well as a pair of goal keeper gloves and a personally signed photograph from former soccer star Mark Bosnich.
  - A new interactive floor has been installed in the myPlayground children's recreation area on the first floor of the City Library.
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### Community Education and Learning

- A presentation on the National Broadband Network (NBN) was held for local businesses. The presentation provided details of the proposed NBN roll out and promoted the benefits of the network to local businesses and residents.
- Twenty young people participated in a skills development program which supported them to plan the delivery of the *Twisted Sounds Youth Music Festival* on 3 November 2012.
- Council supported the further development of The People's Shed Social Enterprise Hub which delivers employment, training and recreational activities for men and the wider community.



# Principal Activities Progress Report

Delivery Program 2011 – 2015 Principal Activity		Progress
<b>9.1 Support opportunities for informal learning and resource a network of libraries in the community</b>		
Provide modern Library facilities to meet the learning and leisure needs of the people of Liverpool		
<b>9.2 Support access to the internet, in particular broadband connection</b>		
Work with government to promote delivery of information infrastructure		
<b>9.3 Support access to post-secondary education, including TAFE and University</b>		
Collaborate with education providers to enhance access for the local community to educational opportunities		
<b>9.4 Support programs for students requiring assistance</b>		
Encourage study by providing appropriate facilities		
<b>9.5 Support education opportunities that meet the needs of the community</b>		
Take action on identified education related issues		

## Objective 10. Liverpool has a range of business and employment opportunities

### 10 year strategies for the City

*What do we need to do to make this happen?*

- 10.1. Encourage further development of a variety of employment opportunities, which provide for a range of skill levels and employment categories
- 10.2. Facilitate economic development
- 10.3. Support access to employment and training particularly for young people, older people, migrants and those experiencing long-term unemployment
- 10.4. Facilitate development of new tourist businesses based on local attractions and culture-in-tourism, as well as other creative industries

“Council must take an active role in promoting and getting business, manufacturing and other forms of employment into Liverpool”

“Employment is already a problem-create Liverpool based jobs for the people of Liverpool”



## Summary of Progress

Liverpool is experiencing growth in commercial and industrial development. Its status as a regional city and good transport links to other areas of Sydney mean it has the potential to attract a range of industries. The Liverpool Local Environment Plan was recently reviewed to promote and encourage business and commercial development across various areas of Liverpool. Social enterprises have been emerging in Liverpool, particularly in the 2168 suburbs, to support skill development while generating employment opportunities and economic activity for groups who may experience disadvantage.

Eight principal activities were identified in the Delivery Program to encourage a range of business and employment opportunities in Liverpool. Council increased its involvement in effectively marketing and branding the Liverpool LGA and promoting Liverpool as a place for business to invest and grow by employing specialised marketing and economic development experts. More than 2,000 people attended 'Sweet As', the international sweets festival and fair day which was held at Casula Powerhouse Arts Centre and 600 people attended the 2168 Employment and Education Expo which featured stalls by 55 local businesses, government and non-government agencies.

**Council adopted Eight principal activities to encourage a range of business and employment opportunities in Liverpool.**

**From July - December 2012**

✓	Seven activities have been completed or are on track
?	One activity is experiencing delays and is being monitored closely
✗	No planned activity will not be completed in 2012-13



Liverpool's Mayor Ned Mannoun welcomes delegates to Liverpool





Sweet As International Sweets festival and fair day

## Activity highlights from July to December 2012

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### Industry

- Marketing and brand management of Liverpool as a Regional City has commenced with the appointment of a new Marketing Manager and funding of additional resources within the Economic Development team to promote Liverpool as a place for business to invest and grow.
  - More than 600 people attended the 2168 Employment and Education Expo on 29 August. The Expo provided information on employment and education opportunities to local young people. There were 55 information stalls by businesses, government and non-government agencies and four workshops.
  - A meeting was held with TAFE to discuss opportunities for local businesses to attract funding to support workforce development in Liverpool.
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### Community Enterprises

- More than 2,000 people attended *Sweet As*, an international sweets festival and fair day which was held at Casula Powerhouse Arts Centre.
- A forum was held for residents and community agencies to discuss best practice and the development of social enterprises in the 2168 area.
- The Marsden Gallery in Casula Powerhouse Arts Centre provides a professional exhibition space for the local creative community. Exhibitions held included:
  - *Sisters to Sisters* featuring 26 local Aboriginal women artists
  - 8x8 exhibition which was developed in partnership with the Museum of Contemporary Art and the Biennale of Sydney
  - a solo show for the artist Charlie Wells
  - Liverpool Art Society annual exhibition.

# Principal Activities Progress Report

Delivery Program 2011 – 2015 Principal Activity		Progress
<b>10.1 Encourage further development of a variety of employment opportunities, which provide for a range of skill levels and employment categories</b>		
Zone land to allow a range of employment types within a variety of locations to best meet local employment needs		
Facilitate the development of social enterprise initiatives across Liverpool		
<b>10.2 Facilitate economic development</b>		
Provide information and support to improve the quality of development applications		
Actively promote Liverpool as a place for business to invest and grow		
Provide opportunities for local artists to sell or present their work		
Hold markets at Casula Powerhouse Arts Centre for local businesses and community to sell produce and products		
<b>10.3 Support access to employment and training particularly for young people, older people, migrants and those experiencing long term unemployment</b>		
Conduct a program of training and learning activities at the Community 2168 Training and Research Centre		
<b>10.4 Facilitate development of new tourist businesses based on local attractions and culture-in-tourism, as well as other creative industries</b>		
Implement a creative industries strategy that includes culture-in-tourism		
<p><i>Council has engaged with several key institutions to discuss possible collaborations and contributions to creative development in Liverpool and has formed a Tourism and Events Council Committee, with progress being made towards a broad strategy for the local government area.</i></p>		

## Objective 11. Decision-making processes are transparent and the community has opportunities to be involved

### 10 year strategies for the City

*What do we need to do to make this happen?*

- 11.1. Encourage the community to engage in Council initiatives and actions
- 11.2. Provide information about Council's services, roles and decision making processes
- 11.3. Undertake communication practices with the community and stakeholders across a range of media
- 11.4. Support communication and consultation methods that are accessible for people with special needs or who may experience barriers to participation

"Listen more to residents needs – community forums"

"More information in general about Council activities and responsibilities"





## Summary of Progress

Council engages in a range of activities to keep the community informed and involved in its many services. A community engagement toolkit has been developed to set the direction for how Council will ensure the community is actively involved in local decision making and to provide a comprehensive and transparent approach to consultation. Community advisory committees provide advice on local matters and allow Council to engage the community on a regular basis. Regular community forums are also held in the urban and rural areas. These mechanisms enable ongoing communication between Council and the community.

Seven principal activities were identified in the Delivery Program to ensure decision making processes are transparent and the community has opportunities to be involved. Committee meetings and community forums were held to seek community input into Council's programs and services.

There were 127 media and marketing campaigns undertaken and 25 Liverpool City Council weekly news pages published in local newspapers. Council continued to use social media with 104 Facebook with Twitter updates posted to engage and inform the community on Council's events, initiatives and news. Council implemented a variety of modifications and access provisions to ensure people in the community who have limited English or special needs had access to information and services.

**Council adopted seven principal activities to ensure decision making processes are transparent and the community has opportunities to be involved.**

From July - December 2012	
✓	All activities have been completed or are on track
?	No activities are experiencing delays at this time
✗	No planned activity will not be completed in 2012-13



Citizens of Toda in Japan, Council's sister City with Deputy Mayor Mazhar Hadid



New migrants participating in *Discovery Tours*

## Activity highlights from July to December 2012

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### Community Engagement

- 30 committee meetings were held by 18 committees of Council including the Aboriginal Consultative Committee, Budget and Finance Committee, Economic Development Committee, Environment Advisory Committee, Liverpool Sports Committee and Tourism and Events Committee.
- 18 community forums were held to inform residents on Council activities, police activities and health services.
- 18 development applications were referred to the 'Independent Hearing and Assessment Panel (IHAP)' for consideration and advice. IHAP was established to provide an independent hearing forum for objectors and applicants on certain development applications.
- 127 media and marketing campaigns were undertaken.
- 25 Liverpool City Council weekly news pages were published in the Liverpool Leader (News Local) and South West Advertiser (Fairfax) newspapers.
- 104 Facebook and Twitter updates were posted to engage and inform the community on Council's events, initiatives and news. Council's fan base is growing with 843 Twitter 'followers' and 349 Facebook 'fans'.
- Work on community engagement guidelines commenced to ensure Council is effectively engaging and communicating with the community.
- A newsletter was distributed to provide residents with information on Council services and activities.
- Council undertook an annual community telephone survey to seek customer input into its service delivery, as well as targeted surveys on the:
  - Council website update
  - Carnes Hill Recreation and Community Precinct
  - Closed Circuit Television
  - Order of Liverpool Awards
  - Growing Liverpool 2021
  - Annual Garden Competition.

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### Accessible Information

- Seven stories in the quarterly residential newsletters were translated into Hindi, Arabic and Vietnamese.
- Council actively promoted the National Relay Service, a national phone service for people who have a hearing or speech impairment.
- Casula Powerhouse Arts Centre implemented modifications across all of its programs to accommodate the needs of people with a disability.



# Principal Activities Progress Report

Delivery Program 2011 – 2015 Principal Activity		Progress
<b>11.1 Encourage the community to engage in Council initiatives and actions</b>		
Support and resource the Committees of Council		✓
Implement a program of community engagement		✓
Provide a volunteer program at Casula Powerhouse Arts Centre		✓
<b>11.2 Provide information about Council's services, roles and decision making processes</b>		
Provide timely and accurate information to residents		✓
Provide educational opportunities on the services provided by Council, Council's role within the community and the decision making process		✓
<b>11.3 Undertake communication practices with the community and stakeholders across a range of media</b>		
Seek customer feedback on services, programs and facilities		✓
<b>11.4 Support communication and consultation methods that are accessible for people with special needs or who may experience barriers to participation</b>		
Develop and implement communication strategies that address specific needs in the community		✓





## Objective 12. The community is supported by a well managed and responsive council

### 10 year strategies for the City

*What do we need to do to make this happen?*

- 12.1. Develop, implement and regularly review a financial strategy that balances community aspirations and willingness to pay
- 12.2. Develop, implement and regularly review a workforce management plan to support Council's delivery and operational plans
- 12.3. Deliver services that are customer focussed
- 12.4. Operate a well-developed governance system that demonstrates accountability, transparency, ethical conduct, a safe workplace and manages risk
- 12.5. Undertake integrated planning that meets the requirements of the State Government
- 12.6. Actively advocate for federal and state Government support, funding and services
- 12.7. Utilise up-to-date and integrated information systems
- 12.8. Take account of the quadruple bottom line in the design of Council decision making processes
- 12.9. Undertake continuous improvement in governance, operations and leadership

"Better consultation needed with the community and residents at large. Some groups tend to be ignored except for election times.



Liverpool City Council Administration Centre

## Summary of Progress

Liverpool City Council is one of the largest councils in NSW. At the end of June 2012, Council employed 658 staff. For 2012-2013, Council had an operating budget of approximately \$143 million including \$62 million in capital expenditure. Like all NSW councils, Liverpool City Council operates under a Charter specified in the Local Government Act 1993. The Charter empowers Council to undertake its role in the local government area in a responsible manner. Council undertakes strategic planning, strong governance and a continuing response to meeting the needs of the community during a period of growth and diversity.

Twenty-three principal activities were identified in the Delivery Program to ensure the community is supported by a well-managed and responsive council. Council maintained a 24 hour telephone service, and handled 82,006 calls. The website received 219,313 hits and Council met all of its legislative and financial obligations. Council is performing well financially, its investment portfolio is currently providing a return over budget forecast and net returns from property investments are increasing and in line with industry benchmarks.

Council adopted 23 principal activities to ensure the community is supported by a well-managed and responsive council

From July - December 2012

✓	All activities have been completed or are on track
?	No activities are experiencing delays at this time
✗	No planned activity will not be completed in 2012-13



Council was highly commended at the NSW Stormwater Awards for Excellence for its structured approach to asset and risk management



## Activity highlights from July to December 2012

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### Customer Service

- Council maintained a 24 hour telephone service. The Contact Centre received 75,567 calls and the after-hours service received 6,439 calls. A total of 25,321 transactions were made at the Customer Service Centre and 30,349 customer requests were received.
  - Approximately 149,321 people made 219,313 visits to Council's website during the period.
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### Managing Resources

- Council's investment portfolio performed well and is currently providing a return over budget forecast.
  - Net returns from property investments are increasing and in line with industry benchmarks.
  - Ticket sales at Casula Powerhouse Arts Centre increased from 50 per cent in the July to September period to 91 per cent in September to December. Work on a philanthropic and giving strategy for the Casula Powerhouse Arts Centre also commenced to allow the Centre to receive donations. A Partner's Program was established to allow contributions towards the cost of paying for workshops and theatre tickets for local school students.
    - Several grants were received during this period including:
      - \$150,000 for the Graffiti Reduction and Removal Program
      - \$21,500 to develop an Ageing Strategy for Liverpool
      - \$9,770 to organise the 2168 Health and Family Day in March 2013
      - \$4,000 for a Bike Week event
  - An Expression of Interest for \$10 million to be used towards the construction of the Carnes Hill Recreation and Community Precinct was submitted to Regional Development Australia for consideration.
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### Governance

- Council met all of its legislative and financial obligations. The Annual Report and 2011 - 2012 Audited Financial Statements were submitted to the Division of Local Government, the General Manager presented the End of Term report at the 20 August 2012 Council meeting and Council's external auditor presented their report to the meeting held on 5 November 2012.
- There were 21 training and briefing sessions provided to the Mayor and Councillors.
- Work began on the review of the *Growing Liverpool 2021* Community Strategic Plan and its related documents, these documents ensure Council is best placed to deliver the community's vision.
- A review of Council's Work Health and Safety System was undertaken and processes put in place to ensure Council is operating in line with the new *Work Health and Safety Act 2011* and *Work Health and Safety Regulations 2011*.
- More than 90 Council staff members enrolled in 'Existing Worker Traineeships'. These were all grant funded and will result in Council employees obtaining qualifications at a minimum or no cost to Council.
- 495 informal and nine formal requests for information were processed to enable members of the public access to Council's records.



# Principal Activities Progress Report

Delivery Program 2011 – 2015 Principal Activity		Progress
<b>12.1 Develop, implement and regularly review a financial strategy that balances community aspirations and willingness to pay</b>		
Effectively manage all aspects of Council's financial management function in accordance with legislative requirements		✓
Develop and monitor Council's Resourcing Strategy including long term financial plan and annual budget in compliance with the Division of Local Government requirement		✓
Maintain vendor ledger, process authorised invoices and petty cash disbursement. Review Internal Control procedures to ensure compliance with purchasing- procurement and petty cash policies		✓
<b>12.2 Develop, implement and regularly review a workforce management plan to support Council's delivery and operational plans</b>		
Co-ordinate review and maintain the Workforce Management Plan		✓
<b>12.3 Deliver services that are customer focussed</b>		
Operate Council's Customer Contact Centre		✓
<b>12.4 Operate a well-developed governance system that demonstrates accountability, transparency, ethical conduct, a safe workplace and manages risk</b>		
Provide a sound corporate governance framework		✓
Ensure the community is aware of its rights and responsibilities in relation to accessing information		✓
Provide training and support for elected representatives		✓
Continue to implement Council's Work Health and Safety (WHS) system		✓
Provide learning and development opportunities to all staff to improve delivery of Council services		✓
Develop a policy and process that delivers a performance-based culture		✓
Manage Council's property portfolio in accordance with statutory requirements		✓
Conduct a sound audit system		✓
<b>12.5 Undertake integrated planning that meets the requirements of the State government</b>		
Implement the integrated planning framework		✓
Develop and monitor Council's Resourcing Strategy including long-term financial plan and annual budget in compliance with State Government requirements		✓
Research and provide demographic data for planning purposes		✓
<b>12.6 Actively advocate for federal and state government support, funding and services</b>		
Undertake advocacy to relevant State and Federal bodies to improve services, infrastructure and facilities		✓
Research and pursue relevant grants as an alternative means of funding priority actions		✓

<b>12.7     Utilise up-to-date and integrated information systems</b>	
Support and manage Council's information and technology requirements	
Implement new and update existing information and technology systems	
Review and update information technology Disaster Recovery Plan and processes	
<b>12.8     Take account of the quadruple bottom line in the design of Council decision making processes</b>	
Monitor progress on improving community wellbeing	
<b>12.9     Undertake continuous improvement in governance, operations and leadership</b>	
Advance ethical standards across the organisation	